

## FUGRO-LOADTEST CLIENT FEEDBACK

Project Name:    Project Number:	Date: May 17, 2013  Client:  Client contact name:   Telephone number:
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### Your knowledge of us:

Is this the first time you have used our services?     Yes  No

If yes, how did you hear of us (please tick):

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Recommendation          | <input type="checkbox"/> Exhibition/Conference        | <input type="checkbox"/> Newsletter      |
| <input type="checkbox"/> Visit by representative | <input type="checkbox"/> Advertisement                | <input type="checkbox"/> Internet Search |
| <input type="checkbox"/> Project Specifications  | <input type="checkbox"/> Other (please specify) _____ |  |

### How did we perform in respect of your expectations of us on this project?

Please score each of the performance metrics below relating to our ability to meet your expectations by circling the appropriate number. Please also indicate on the left side, how important the particular element is to you.

<u>Importance to you</u>			Performance Metric	<u>Our Performance</u>						
Low ..... High				Poor . . . . Excellent						
L	M	H	Our understanding of your requirements and expectations	1	2	3	4	5	6	7
L	M	H	Our ability to keep you informed of progress	1	2	3	4	5	6	7
L	M	H	Our ability to respond promptly to your queries	1	2	3	4	5	6	7
L	M	H	Our ability to solve any problems effectively	1	2	3	4	5	6	7
L	M	H	Our ability to adhere to deadlines	1	2	3	4	5	6	7
L	M	H	The technical ability of our staff	1	2	3	4	5	6	7
L	M	H	The courtesy of our staff	1	2	3	4	5	6	7
L	M	H	The overall quality of our report / documentation	1	2	3	4	5	6	7
L	M	H	Our ability to help you minimise risk, improve foundation design	1	2	3	4	5	6	7
L	M	H	Our overall attitude toward health, safety and the environment	1	2	3	4	5	6	7

**Would you recommend our services?**

Considering your most recent experience with us, please indicate how likely you would be to recommend our services to someone else by circling the appropriate number on the scale below.

0 = Not at all likely to recommend . . . . . 10 = Very likely to recommend

0	1	2	3	4	5	6	7	8	9	10
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**Will you use our services again?**  Yes  No

Please describe one thing we can do differently to improve the value of our service to you.

Please return this form by email to [Europe\\_Info@Loadtest.com](mailto:Europe_Info@Loadtest.com)

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